

Telehealth Clinic Visits at HaysMed

Telephone and Tele-video visits via Meditech MHealth app or Meditech MyHaysMed Patient Portal

Why virtual telehealth visits?

To help decrease the spread of COVID-19 HaysMed is launching virtual visits for both well patients and those patients who think they might be ill.

What patients should use telehealth visits?

- Patients that would like to go ahead with their office visit but want to avoid coming in person
- Chronically ill patients that providers would prefer not expose themselves to potential illness
- Patients who have had a positive screening for COVID-19

Telephone Visits Criteria

- Must have a MyHaysMed Patient account
- The visit must involve a medical decision making and/or care coordination that requires the involvement of a provider or nurse (i.e. change in treatment plans and medications)
- Serves as a substitute for an in-person clinic visit
- Involves counseling, patient education, informed consent(e.g. for ordered diagnostic and laboratory tests) and motivational interviewing.

Televideo Visits via MyHaysMed Patient Portal using Meditech MHealth app

- Patient can be a new patient or an established patient
- Real time use of audio and video technology for office visit that normally occurs in person in the office.

Televideo Visits via Meditech MyHaysMed Portal or Meditech MHealth App

- Patient can be a new patient or an established patient
- Real time use of audio and video technology for office visit that normally occurs in person in the office.
- Examples of visits that can be seen, in addition to routine follow up:
 - o Allergies
 - o Arthritic pain
 - o Asthma
 - o Bronchitis
 - o Cardiac issues

- o Diarrhea
- o Infections
- o Insect bites
- o Pharyngitis
- o Conjunctivitis
- o Rashes
- o Respiratory infections
- o Sinusitis
- o Skin inflammations
- o Cellulitis
- o Sore Throats
- o Bladder infections
- o UTI's
- o Sports Injuries
- o Vomiting

What you will need for a Telehealth phone visit:

- Telephone

What you will need for a Telehealth video visit:

Desktop Computer

- Web Camera
- Enrolled in MYHaysMed Patient Portal

OR

Mobile Devices such as smart phones, tablets, or laptops

- Web Camera
- Have Meditech MHealth app loaded on device

General Information

- You can access from both a desktop computer and mobile devices
- Patient will need to be present for appointment (pediatric patients must be present with guardian)
- Visit will need to take place in a quiet room to allow for an optimum visit.
- Needs to be informed that their insurance will be billed for this visit
- A Virtual Visit scheduled (VV appt type)

How to sign up for Meditech MyHaysMed Patient Portal:

- Call your clinic and the staff will sign you up
- Go to www.haysmed.com and click on MyHaysMed Patient Portal and follow the instructions

How to download Meditech MHealth app on your mobile device:

- Go to Google Play Store
- Search for Meditech MHealth app
- Install on your mobile device

How to download Meditech MHealth app on your iPhone:

- Go to App Store
- Search for Meditech MHealth app
- Install on your phone

How to schedule a virtual appointment:

- Call the clinic that you want to make the appointment with
- Log on to MyHaysMed portal and request an appointment (if you are using a desktop computer)
- Log on to MHealth app and request an appointment

Questions:

- Contact the clinic you want to make an appointment with